



Water Resources

Frequently Asked Questions

Water Resources staff receives a variety of questions from residents and businesses every day. Here are some questions and suggestions to some of our most frequently asked questions.

Q: Why has my monthly water bill has increased significantly?

A: There are a number of reasons why your water use may increase from one month to the next. A malfunctioning irrigation system (most common cause), a change in your landscape watering schedule, aging or defective appliances, a leaky pipe and the weather can all affect the amount of water you use each month. Discovering what is causing the high water use is the responsibility of each property owner. Learn more [here](#).

Q: What is the reason for flushing fire hydrants?

A: The main reason for flushing a fire hydrant is to ensure water quality in the drinking water system. The high velocity water pressure from releasing water from the hydrant helps clean the interior of the water lines. This is often done after a repair has been made to a broken pipe. We will flush the line before connecting that section of pipe with the rest of the system.

In some areas or neighborhoods, hydrants are flushed at the end of a service line on a regular basis to keep fresh, treated drinking water available to you at all times.

Q: Why are there so many water line breaks in my area?

A: Most water line breaks are due to older, aging pipes. In some areas of the city, the water lines were installed more than fifty years ago. Sometimes, after an initial break is repaired, the same pipe will break in a nearby section within a few days or weeks. When this occurs, Water Resources determines the most cost effective method to repair the pipe by either replacing a larger section of the pipe or repairing each break as they occur.

Defective materials and nearby construction activities can also cause water lines to break.

Q: Why does warm water come out of my cold water faucet?

A: When the weather heats up in the summer, so does the ground where the water pipes to your home or business are located. If less water is circulating through the system, the water will likely warm up due to the temperature of the pipes. If your neighborhood has many part-time residents, the more likely your cold water will be warmer in the summer due to less movement of water in the city's system.

Q: Is it possible for my pipes to freeze?

A: Yes. Extreme temperatures are common in the desert and typically are heat-related. Occasionally, we also live with extreme cold and freezing temperatures. When cold weather does strike, it's important for you to be prepared both indoors and out.

Frozen water in pipes on your property can lead to expensive repairs, but a few simple preventative measures can help avoid many common problems homeowners face during extreme cold temperatures. Learn more [here](#).

Q: Why does the water coming from my faucet look different?

A: There may be several causes to why water coming from your faucet looks cloudy, milky or discolored. If your water looks cloudy or milky, it is likely due to air in the distribution system. The water is filled with millions of tiny bubbles. As

the bubbles surface to the top, the water becomes clear. A simple solution to clear your water lines of air is to turn on the front hose spigot and let the water run for several minutes. Then turn on all your cold water faucets until the air clears.

If your water is discolored, it is likely due to turbulence in one of the city's main water lines. Turbulence in a main water line can be caused by opening a fire hydrant too quickly or if water is re-routed and direction flow is changed due to a water main break. Flushing your system (described above) will clear your water lines.

You can always call (480) 312-5650 with any additional questions.

Q: Why does my water has a funny odor and/or taste?

A: Periodically, Water Resources receives calls asking about a musty/earthy taste and odor in your drinking water. This is just an aesthetic issue and poses no health risk. The occasional change in taste and odor is caused by naturally occurring algae in the canal system. The algae release harmless compounds (algae by-products) into the water, creating the musty or earthy taste and odor. You can find more information [here](#).

Q: What can I do about the odor coming from my drains?

A: Odors coming from your drain are likely the result of evaporation in the "P-traps" located beneath your sinks, tubs and showers. These traps are typically filled with water which is a barrier against odors and pests entering your home through the drain. The water may have evaporated from infrequent use. To quickly fix this, pour about a quart of water down the drain. This is usually enough to fill the trap and re-establish the barrier.

Another possible source of odors may be the build- up hair, dirt and grime in your drain. These can collect into a layer of goop that smells similar to rotten eggs. If you believe this is the cause of the odors, we encourage you to contact a licensed, professional plumber.